

JOINT LEGISLATIVE AUDIT AND REVIEW COMMITTEE

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BRIEFING REPORT January 2002



STATE OF WASHINGTON
JOINT LEGISLATIVE AUDIT AND
REVIEW COMMITTEE

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Copies of Final Reports and Digests
are available on the JLARC website at:
<http://jlarc.leg.wa.gov>

or contact Barbara Neff at
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JLARC Scrutinizes Agency Performance Measures

JLARC: A Quick Overview—

JLARC, the Joint Legislative Audit and Review Committee, carries out performance audits, program reviews, sunset reviews and other policy and fiscal studies on behalf of the legislature and the citizens of Washington. Eight Senators and eight Representatives, equally divided between the two major political parties, make up this joint, bipartisan committee. JLARC's studies look at the efficiency and effectiveness of state programs, their compliance with legislative intent and whether promised results are being achieved. JLARC makes recommendations to state agencies and the legislature targeted at cost savings, improved performance, and better accountability. Since 1990, JLARC has made over 350 such recommendations, with one-time savings estimated at over \$340 million.

JLARC's Role in Reviewing Performance Measures—

JLARC's statute [RCW 44.28] directs its Legislative Auditor to work with the Office of Financial Management in getting effective performance measurement—and performance measures—throughout state government. JLARC scrutinizes specific performance measures when this is relevant to the scope and direction of any study. JLARC reviews often lead to specific recommendations and legislative action for tightening, improving, and strengthening agencies' existing performance measures—and putting measures in place when they are missing.

Recent JLARC Reviews of Performance Measures—

- ◆ K-12 Special Education Study, December 2001—recommended that the Office of Superintendent of Public Instruction [OSPI] strengthen its monitoring criteria and performance measures for Washington's special education system—an \$840 million per biennium item in the state budget.
- ◆ Evaluating WorkFirst, December 1998 through June 2001—recommended improvements to monitoring performance of welfare reform, in line with legislative directions for this over \$1 billion per biennium effort. Recommended strengthened performance measures to those state agencies responsible for carrying out welfare reform.
- ◆ Investing In The Environment Performance Audit, January 2001—recommended that all agencies administering environmental grant and loan programs (totaling almost \$500 million in the 2001-03 biennium) develop effective outcome measures to evaluate program investment performance.
- ◆ Mental Health System Performance Audit, December 2000—recommended a comprehensive performance measurement framework for the state's nearly \$1 billion per biennium mental health system, consistent with a framework developed as part of JLARC's performance audit.
- ◆ Division of Child Support Performance Audit, June 2000—identified a number of specific measures that the Division of Child Support should track to improve its performance measurement system. In total, the Division collects approximately \$1 billion per biennium.

The 2000 Legislature changed Washington's **Sunset Act** [RCW 43.131] and gave JLARC additional performance measure responsibilities. Agencies under sunset review now must develop performance measures for JLARC's review and approval. JLARC did the first round of such reviews in June 2001 for the new Intermediate Driver's Licenses, the Office of Assigned Counsel, and Underground Storage Tanks.

For further information, contact Tom Sykes, at 360.786.5175.

JLARC REVIEWS OF PERFORMANCE MEASURES

1999 - 2002

YEAR	SELECTED JLARC REPORTS	<i>Evaluated performance measures?</i>	<i>Number of recommendations for new, additional or improved performance measures</i>	<i>Number of other recommendations to increase compliance, accountability and performance</i>
2002				
	Department of Corrections Community Supervision Study	Yes	1	5
2001				
	K-12 Special Education Study	Yes	2	4
	Unemployment Insurance Call Centers	Yes	1	4
	Welfare Reform and WorkFirst Evaluation	Yes	2	6
	Investing in the Environment	Yes	1	5
2000				
	Mental Health System Performance Audit	Yes	3	11
	Public Disclosure Commission Performance Audit	Yes	1	4
	Division of Child Support Performance Audit	Yes	1	3
1999				
	Department of Licensing Performance Audit	Yes	2	19
	Washington State Patrol Performance Audit	Yes	2	12
	Division of Developmental Disabilities Management Audit	Yes	1	3
	Rural Natural Resources Impact Areas Programs Sunset Review	Yes	1	11
	Quality Assurance of In Home Care Services	Yes	1	3
For additional information on these and other JLARC reports, visit our website at: http://jlarc.leg.wa.gov .				